

# MTAC Work Group #178

## IMpb Compliance Quality Metrics & Thresholds

Thursday, April 13, 2016



- **Introduction**
- **Review Purpose and Area of Focus**
  - **Meeting Protocol**
  - **Objectives**
- **Timeline**
- **Objective 1: Agree on Simplified List o  
Validations**
- **Questions Feedback**

## **MTAC Work Group #178 Purpose:**

1. Collaboratively clarify the IMpb Compliance Quality requirements to be included in assessments
2. Determine reasonable, achievable threshold targets for each quality metric in 2017 and 2018

## **Focus Areas:**

To collaboratively resolve Industry and customer concerns, the Work Group will address and agree on the:

1. Validations included in the IMpb Quality assessments for each category,
2. Thresholds levels for 2017 and 2018
3. Measurement approach that prevents duplicate penalties or fees.

## Ground Rules:

- Meet the stated objectives, and are acceptable to both Industry and the USPS.
- Conduct meetings in a professional and constructive manner.
- Take minutes of all Work Group meetings and promptly submit them to RIBBS@USPS.GOV for entry into the MITS system.
- Agree to attend Work Group meetings (in person whenever possible), and participate in conference calls.

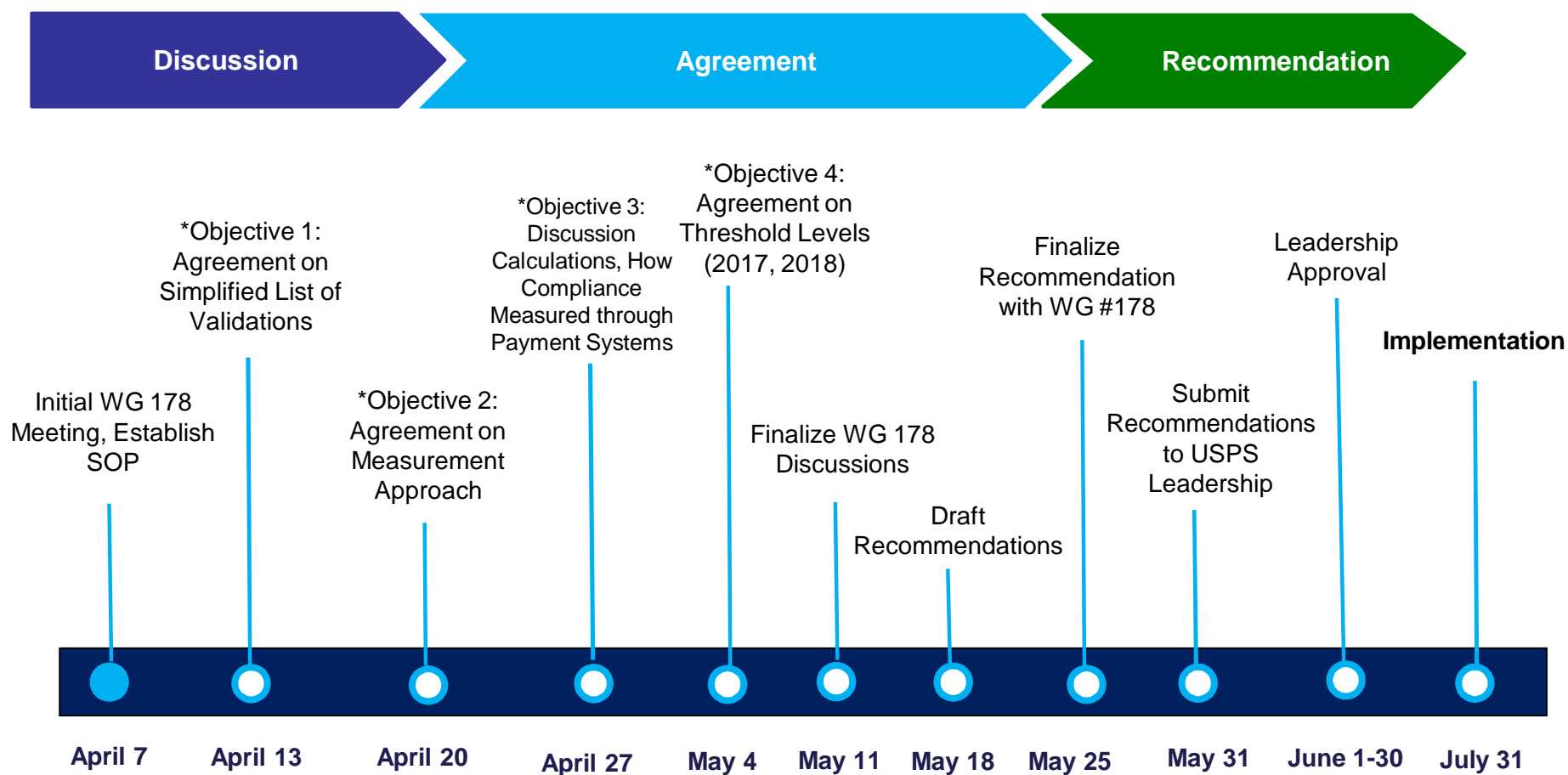
## Meetings:

- **Day:** Wednesdays at 4PM EST
- **Frequency:** Weekly
- **Duration:** 60 minutes
- Additional meetings or longer duration as warranted and agreed

Agreement between Industry and USPS on specific items that will be included in IMpb Compliance Quality assessments and the respective threshold for each quality category: Address Quality (AQ), IMpb Barcode Quality (BQ) and Shipping Services File Quality (MQ).

1. **Objective 1:** A measurement approach that prevents duplicate penalties or fees.
2. **Objective 2:** Transparency and visibility into how compliance is measured and fees are assessed through the payment systems.
3. **Objective 3:** A simplified list of validations that focus on the most impactful items and minimize reconciliation issues.
4. **Objective 4:** Achievable compliance thresholds in 2017 and 2018.

Notional



# Objective 1: Agree on Simplified List of IMpb Quality Compliance Validations



# Barcode Quality “BQ” IMpb Compliance Requirements

**The Original IMpb compliance requirements measured the most frequent and high impact warnings that caused billing and/or visibility issues (14 –Validations)**

PTR Warning #	PTR Error/Warning Message	PTR Indicator
2	BQ – Duplicate Label Event	BQ
3	BQ – Keyed Tracking Label	BQ
35	Invalid PIC Format for &manifest type Electronic File	BQ
38	Invalid PIC in Detail Record	BQ
39	Invalid EFN in Header	BQ
50	Invalid MID in PIC	BQ
63	Invalid Service Type Code in PIC	BQ
66	Duplicate Tracking Number	BQ
221	Invalid Barcode construct “%”; default to “%”	BQ
1165	Check Digit Error	BQ
99094	Original Track Number - Invalid Check Digit	BQ
99095	Invalid Original Tracking Number	BQ
99098	Invalid Original Tracking Barcode Construct; default to “%”	BQ
99099	Invalid Original Tracking Barcode Construct &oc1, default to “%”	BQ

**Source:** Product Tracking & Reporting







# February & March 2016 Barcode (BQ) Quality Summary

## Competitive Products Only:

(International, Retail Packages, and Certified Packages Not Include)

February 2016 Summary				March 2016 Summary			
External Warning #	Warning Message	% of Total Volume	Non-Compliance Code	External Warning #	Warning Message	% of Total Volume	Non-Compliance Code
50	INVALID MAILER ID IN PIC	0.15%	BQ	50	INVALID MAILER ID IN PIC	0.80%	BQ
66	DUPLICATE TRACKING NUMBER	3.82%	BQ	66	DUPLICATE TRACKING NUMBER	0.51%	BQ
3	BQ - Keyed Tracking Label	0.48%	BQ	3	BQ - Keyed Tracking Label	0.33%	BQ
221	INVALID BARCODE CONSTRUCT &bc1; DEFAULTING TO &bc2	0.28%	BQ	221	INVALID BARCODE CONSTRUCT &bc1; DEFAULTING TO &bc2	0.29%	BQ
2	BQ - Duplicate Label Event	0.03%	BQ	2	BQ - Duplicate Label Event	0.02%	BQ
Validations Being Evaluated				Validations Being Evaluated			
38	Invalid PIC in Detail Record	0.12%	BQ	38	Invalid PIC in Detail Record	0.17%	BQ
63	Invalid Service Type Code in PIC	0.10%	BQ	63	Invalid Service Type Code in PIC	0.12%	BQ
39	Invalid EFN in Header	0.00%	BQ	39	Invalid EFN in Header	0.00%	BQ
1165	Check Digit Error	0.07%	BQ	1165	Check Digit Error	0.19%	BQ
35	Invalid PIC Format for &manifest type Electronic File	0.04%	BQ	35	Invalid PIC Format for &manifest type Electronic File	0.04%	BQ

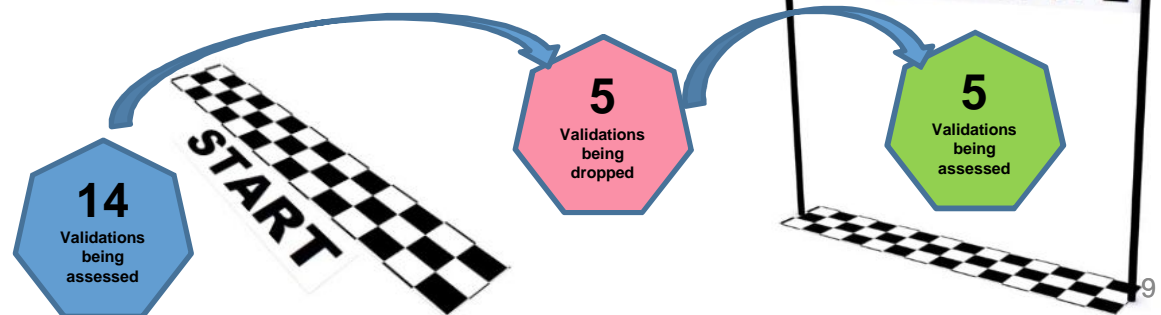
# Barcode Quality “BQ” IMpb Compliance Requirements

After assessing the impacts and frequency of the IMpb BQ validations; USPS has proposed cutting BQ compliance from 14 to 9. The remaining warnings are critical to the tracking and business operations to USPS

PTR Warning #	PTR Error/Warning Message	PTR Indicator
2	BQ – Duplicate Label Event	BQ
3	BQ – Keyed Tracking Label	BQ
35*	Invalid PIC Format for &manifest type Electronic File	BQ
38*	Invalid PIC in Detail Record	BQ
39*	Invalid EFN in Header	BQ
50	Invalid MID in PIC	BQ
63*	Invalid Service Type Code in PIC	BQ
66	Duplicate Tracking Number	BQ
221	Invalid Barcode construct “%”; default to “%”	BQ
4465	Check Digit Error	BQ
99094	Original Track Number – Invalid Check Digit	BQ
99095	Invalid Original Tracking Number	BQ
99098	Invalid Original Tracking Barcode Construct; default to “%”	BQ
99099	Invalid Original Tracking Barcode Construct &oc1, default to “%”	BQ

**\*4**  
Validations  
being  
evaluated  
only

Source: Product Tracking & Reporting



# Manifest Quality “MQ” IMpb Compliance Requirements

**The Original MQ IMpb compliance requirements measured the most frequent and high impact warnings that caused billing and/or visibility issues (40 – Validations)**

PTR Warning #	PTR Error/Warning Message	PTR Indicator
1	MQ Entry Facility Mismatch - Entry Facility Does Not Match Manifest File	MQ
22	Destination Zip Not Serviced By Entry Facility	MQ
37	Invalid method of Payment; Default to Payment Type 04	MQ
40	Invalid Class of Mail / Service Type Code combo	MQ
41	Invalid Class of Mail &com	MQ
46	Invalid Destination Zip Code	MQ
49	Invalid Mailer MID	MQ
51	Invalid Entry Facility Zip Code	MQ
54	Invalid Electronic File Type; default to Type 1	MQ
56	Invalid Payment account number, no default	MQ
65	Invalid File Version Number	MQ
78	Postage not numeric; default to 0	MQ
102	Client MID not a valid MID	MQ
105	USPS Electronic File version number not numeric	MQ
113	Invalid Event Date	MQ
114	Invalid Zip Code	MQ
116	Invalid Event Time	MQ
121	Invalid Origin Zip Code	MQ
136	Invalid PO of account Zip Code	MQ
156	MID is not a valid eVS MID	MQ
157	Invalid Permit Number	MQ
165	Hold for Pick-Up requires D2 Record	MQ
176	Invalid Mail Owner MID	MQ
193	Invalid Method of Payment	MQ

PTR Warning #	PTR Error/Warning Message	PTR Indicator
193	Invalid Method of Payment	MQ
196	Invalid Postage Type; Default to "P"	MQ
199	Invalid Processing Category	MQ
217	Corrections not allowed on Manifest Type	MQ
219	Invalid Electronic File Type	MQ
222	Invalid Class of Mail &com 1; default to &com2	MQ
236	Invalid Entry Facility Type/Zip combo	MQ
255	Duplicate EFN	MQ
1014	Permit Payment method with No PO account Zip	MQ
1515	Valid Payment Method Indicator and No Payment Account #	MQ
1516	Valid Payment Method Indicator and No valid Payment method	MQ
1535	Invalid Payment account number	MQ
1536	Invalid Rate Indicator	MQ
99100	The MID in the EFN is not a conforming MID	MQ
99102	The MID in the label is not a conforming MID	MQ
99125	Alert: MID User needs to be Registered	MQ
99126	Alert: MID User not Registered to EFN MID	MQ



**Source:** Product Tracking & Reporting



# February & March 2016 Manifest (MQ) Quality Summary

## Competitive Products Only:

(International, Retail Packages, and Certified Packages Not Include)

February 2016 Summary			
External Warning #	Warning Message	% of Total Manifest	Non-Compliance Code
1	MQ Entry Facility Mismatch - Entry Facility Does Not Match Manifest File	2.20%	MQ
136	INVALID PO OF ACCOUNT ZIP CODE	2.01%	MQ
1535	INVALID PAYMENT ACCOUNT NUMBER	1.96%	MQ
193	INVALID METHOD OF PAYMENT	0.91%	MQ
222	INVALID CLASS OF MAIL &com1; DEFAULT TO &com2	0.85%	MQ
176	INVALID MAIL OWNER MAILER ID	0.73%	MQ
99126	ALERT: MID USER NOT REGISTERED TO EFN MID	0.51%	MQ
196	INVALID POSTAGE TYPE; DEFAULT TO 'P'	0.16%	MQ
99125	ALERT: MID USER NEEDS TO BE REGISTERED	0.15%	MQ
22	DESTINATION ZIP NOT SERVICED BY ENTRY FACILITY	0.11%	MQ
46	INVALID DESTINATION ZIP CODE	0.11%	MQ
114	INVALID ZIP CODE	0.11%	MQ
1536	INVALID RATE INDICATOR	0.07%	MQ
99102	THE MAILER ID IN THE LABEL IS NOT A CONFORMING MAILER ID	0.07%	MQ
78	POSTAGE NOT NUMERIC; DEFAULT TO 0	0.03%	MQ
49	INVALID MAILER ID	0.01%	MQ
56	INVALID PAYMENT ACCOUNT NUMBER; NO DEFAULT	0.00%	MQ
156	MAILER ID IS NOT A VALID EVS MAILER ID	0.00%	MQ
40	INVALID CLASS OF MAIL / SERVICE TYPE CODE COMBO	0.00%	MQ
165	HOLD FOR PICKUP REQUIRES D2 RECORD	0.00%	MQ
99100	THE MAILER ID IN THE EFN IS NOT A CONFORMING MAILER ID	21.07%	MQ

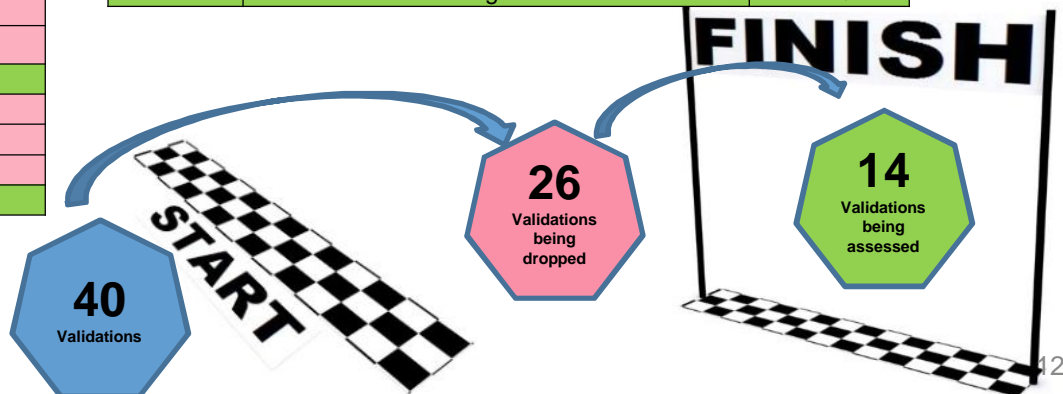
March 2016 Summary			
External Warning #	Warning Message	% of Total Manifest	Non-Compliance Code
1	MQ Entry Facility Mismatch - Entry Facility Does Not Match Manifest File	1.95%	MQ
136	INVALID PO OF ACCOUNT ZIP CODE	1.98%	MQ
1535	INVALID PAYMENT ACCOUNT NUMBER	1.94%	MQ
193	INVALID METHOD OF PAYMENT	0.94%	MQ
222	INVALID CLASS OF MAIL &com1; DEFAULT TO &com2	0.96%	MQ
176	INVALID MAIL OWNER MAILER ID	0.58%	MQ
99126	ALERT: MID USER NOT REGISTERED TO EFN MID	0.49%	MQ
196	INVALID POSTAGE TYPE; DEFAULT TO 'P'	0.13%	MQ
99125	ALERT: MID USER NEEDS TO BE REGISTERED	0.13%	MQ
22	DESTINATION ZIP NOT SERVICED BY ENTRY FACILITY	0.12%	MQ
46	INVALID DESTINATION ZIP CODE	0.05%	MQ
114	INVALID ZIP CODE	0.05%	MQ
1536	INVALID RATE INDICATOR	0.05%	MQ
99102	THE MAILER ID IN THE LABEL IS NOT A CONFORMING MAILER ID	0.06%	MQ
78	POSTAGE NOT NUMERIC; DEFAULT TO 0	0.02%	MQ
49	INVALID MAILER ID	0.00%	MQ
56	INVALID PAYMENT ACCOUNT NUMBER; NO DEFAULT	0.00%	MQ
156	MAILER ID IS NOT A VALID EVS MAILER ID	0.00%	MQ
40	INVALID CLASS OF MAIL / SERVICE TYPE CODE COMBO	0.00%	MQ
165	HOLD FOR PICKUP REQUIRES D2 RECORD	0.00%	MQ
99100	THE MAILER ID IN THE EFN IS NOT A CONFORMING MAILER ID	21.78%	MQ

# Manifest Quality “MQ” IMpb Compliance Requirements

After assessing the impacts and frequency of the IMpb MQ validations; USPS has proposed cutting MQ validations from 40 to 14. The remaining warnings are critical to the tracking and business operations to USPS

PTR Warning #	PTR Error/Warning Message	PTR Indicator
1	MQ Entry Facility Mismatch - Entry Facility Does Not Match Manifest File	MQ
22	Destination Zip Not Served By Entry Facility	MQ
37	Invalid method of Payment; Default to Payment Type-04	MQ
40	Invalid Class of Mail / Service Type Code combo	MQ
41	Invalid Class of Mail &com	MQ
46	Invalid Destination Zip Code	MQ
49	Invalid Mailer MID	MQ
51	Invalid Entry Facility Zip Code	MQ
54	Invalid Electronic File Type; default to Type-1	MQ
56	Invalid Payment account number, no default	MQ
65	Invalid File Version Number	MQ
78	Postage not numeric; default to 0	MQ
102	Client MID not a valid MID	MQ
105	USPS Electronic File version number not numeric	MQ
113	Invalid Event Date	MQ
114	Invalid Zip Code	MQ
116	Invalid Event Time	MQ
121	Invalid Origin Zip Code	MQ
136	Invalid PO of account Zip Code	MQ
156	MID is not a valid eVS MID	MQ
157	Invalid Permit Number	MQ
165	Hold for Pick-Up requires D2 Record	MQ
176	Invalid Mail Owner MID	MQ

PTR Warning #	PTR Error/Warning Message	PTR Indicator
193	Invalid Method of Payment	MQ
196	Invalid Postage Type; Default to "P"	MQ
199	Invalid Processing Category	MQ
217	Corrections not allowed on Manifest Type	MQ
219	Invalid Electronic File Type	MQ
222	Invalid Class of Mail &com 1; default to &com2	MQ
236	Invalid Entry Facility Type/Zip combo	MQ
255	Duplicate EFN	MQ
1014	Permit Payment method with No PO account Zip	MQ
1515	Valid Payment Method Indicator and No Payment Account #	MQ
1516	Valid Payment Method Indicator and No valid Payment method	MQ
1535	Invalid Payment account number	MQ
1536	Invalid Rate Indicator	MQ
99100	The MID in the EFN is not a conforming MID	MQ
99102	The MID in the label is not a conforming MID	MQ
99125	Alert: MID User needs to be Registered	MQ
99126	Alert: MID User not Registered to EFN MID	MQ



Source: Product Tracking & Reporting

## Total Volume

## Competitive Products

(International, Retail Packages, and Certified Packages Not Include)



DPV Footnotes	Volume	% of Total Volume
AAN1	12,367,412	4.18%
A1M1	5,845,399	1.97%
A1	5,575,827	1.88%
AACC	1,802,108	0.61%
AAM3	1,292,251	0.44%
AABBR1	587,831	0.20%
AAU1	393,805	0.13%
AACCR1	301,360	0.10%
AAP3	21,452	0.01%
AAN1R1	8,687	0.00%
AABBRR	8,168	0.00%
AAP1U1	5,881	0.00%
AAN1M1	5,273	0.00%
AAP1	3,468	0.00%
AAF1	1,431	0.00%

**15**  
Valid  
Combinations



**10**  
Valid  
Combinations  
being dropped

DPV Footnotes	Volume	% of Total Volume
AAN1	12,367,412	4.18%
A1M1	5,845,399	1.97%
A1	5,575,827	1.88%
AACC	1,802,108	0.61%
AAM3	1,292,251	0.44%
AABBR1	587,831	0.20%
AAU1	393,805	0.13%
AACCR1	301,360	0.10%
AAP3	21,452	0.01%
AAN1R1	8,687	0.00%
AABBRR	8,168	0.00%
AAP1U1	5,881	0.00%
AAN1M1	5,273	0.00%
AAP1	3,468	0.00%
AAF1	1,431	0.00%

### Current DPV Footnotes:

**AA - ZIP+4 MATCHED**  
**A1 - ZIP+4 NOT MATCHED**  
**BB - HSA\_DPV confirmed entire address**  
**CC - HSA\_DPV confirmed address by dropping secondary information**  
**F1 - MILITARY MATCH**  
**G1 - GENERAL DELIVER MATCH**  
**N1 - HSA\_DPV confirmed a hi-rise address w/o secondary information**

**M1 - PRIMARY NUMBER MISSING**  
**M3 - PRIMARY NUMBER INVALID**  
**P1 - BOX NUMBER MISSING**  
**P3 - BOX NUMBER INVALID**  
**RR - HSC\_DPV confirmed address with PMB information**  
**R1 - HSC\_DPV confirmed address without PMB information**  
**U1 - UNIQUE ZIP CODE MATCH**



**UNITED STATES  
POSTAL SERVICE®**

**Industry  
Questions or  
Feedback?**

1. Implementation approach for IMpb Compliance Quality Metrics.
2. Pace of implementation;
3. Address requirements for delivery point validation that is higher letter and flat mail;
4. Ability to reach threshold levels proposed in out years;
5. High number of items included in the quality validations;
6. Duplicate assessments for the same error;
7. Lack of actionable data;
8. Communication plans to reach smaller customers; and,
9. Assessments for items that have no apparent negative impact on the Postal Service's effectiveness or revenue.



- ☐ IMpb Non-compliance Fee assessments
- ☐ Postage payment and revenue assurance
- ☐ Operational efficiencies
- ☐ Visibility and the customer experience